How to deal with the problem about printing over label

Actually, JADENS products are 100% pass quality test before the sale, and generally, each product has the life and quality they ought to have. We provide a one-year warranty for our products, If you encounter any problems with the product, please feel free to contact us

Email : support@jadens.com
Phone: 1-800-752-7660 (The phone NO. can be reached from AM 9:00 to PM 10:00 at New York Time).

Website: https://www.jadens.com/

We JADENS company will be 100% high-quality one-stop after-sales service -- U.S. after-sales, We guarantee your satisfaction!

Problem: Print over label

Cause1: Incorrect position of printing.

Cause2: Incorrect paper size and print density setting, the size of the source PDF file or the setting size on computer is larger than the load label size.

Solution:

If you install the paper for the first time, or you change the paper, please follow the below steps:

1. Long press and hold on feed button until printer beep one noise, release your finger, printer will automatically calibrate the paper size you loaded and comes out two labels. When finished, try to print again please)

2. Before printing, make sure the size of the loaded label size, source PDF file and the paper size on your computer are matched. For example, if your file is A4, but label is Four times Six inches size 4*6, it will not work well properly for sure. You need edit the size of the file before you print it.

How to print your labels in nonstandard size with snapshot funtion

*If the printed PDF/file is not standard size, (standard size: 4*6, 4*7, 4*3, 4*2, 3*2), it will cause you print over labels, so*

you have to use the function of "take a snapshot" to print in case that it prints over label or prints blanks. Here are thesteps to operate.

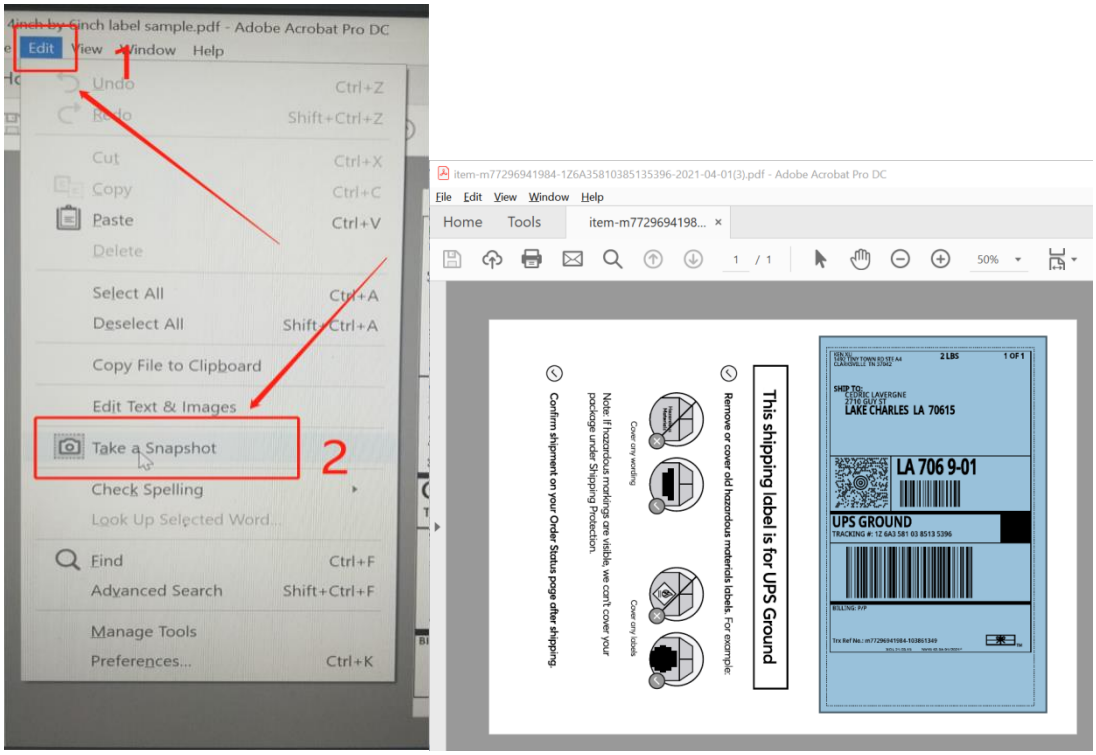
(1).For windows:

a.

Open the PDF in Adobe Reader

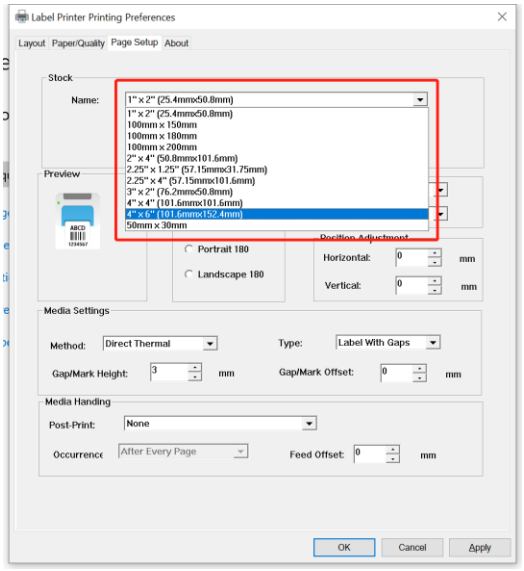
b.

From the top panel, select "Edit">"Take a Snapshot", choose the area you want to print.



c. Then click "Print", set up the page size that matched to the load label size. Then print.

Note：Please make sure the page size match to the load label size, otherwise, it is possible that it prints out over label or misaligned.

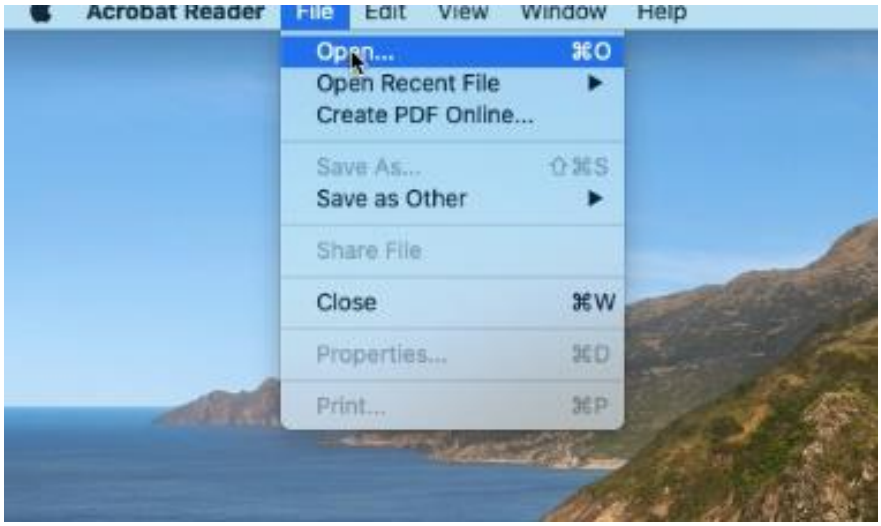


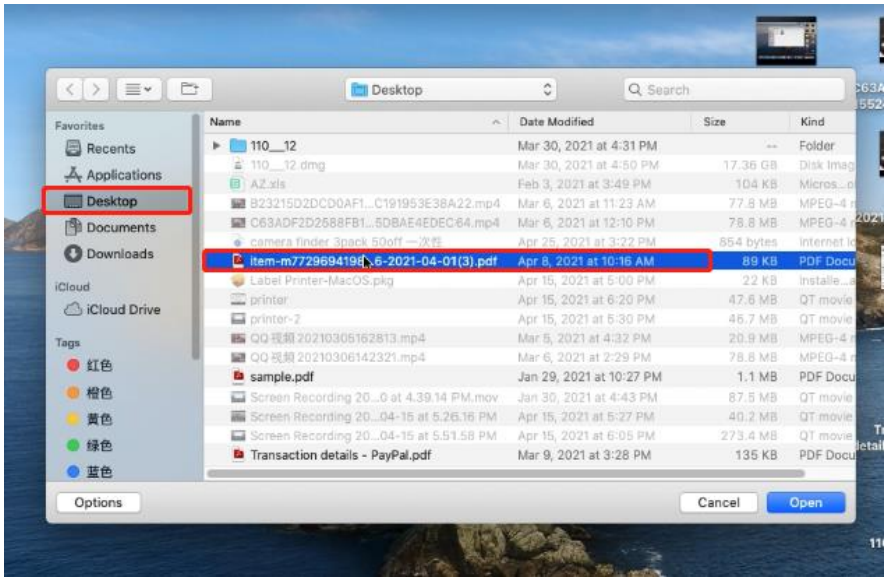
(2)For MAC

Similarly, Mac also has analogous steps.

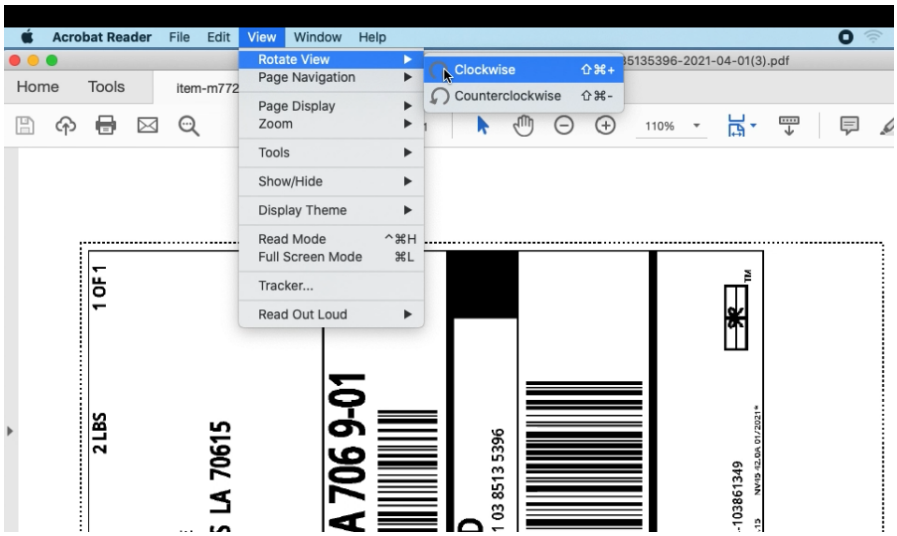
a. Find the “File” in the top left corner of you desktop ＞ Click “Open”＞ Click Desktop ＞ Choose PDF file

（or you can open the file with Adobe）

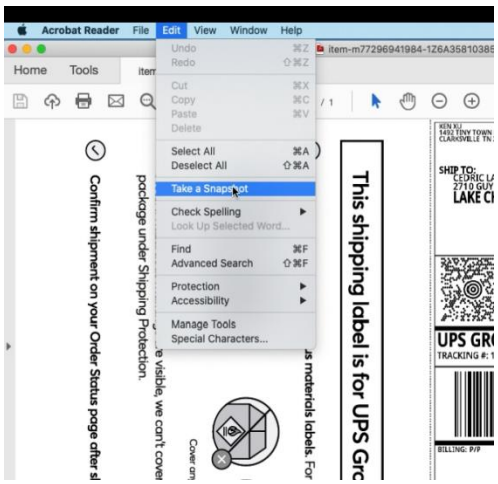




b.From the top panel, select View ＞Rotate View＞Clockwise so that the labels are side by side.



C. Next, from the top panel, select Edit＞Take a Snapshot. Then click and drag over one of the labels that you need. So that you can print a specific range of label.


Acrobat Reader
File
Edit
View
Window
Help
Undo
Redo
Cut
Copy
Paste
Delete
Select All
Deselect All
Take a Snapshot
Check Spelling
Look Up Selected Word...
Find
Advanced Search
Protection
Accessibility
Manage Tools
Special Characters...
Home
Tools
Confirm shipment on your Order Status page after
package under Shipping Protection.
This shipping label is for UPS
SHIP TO:
TRACKING #:
BILLING: P/P